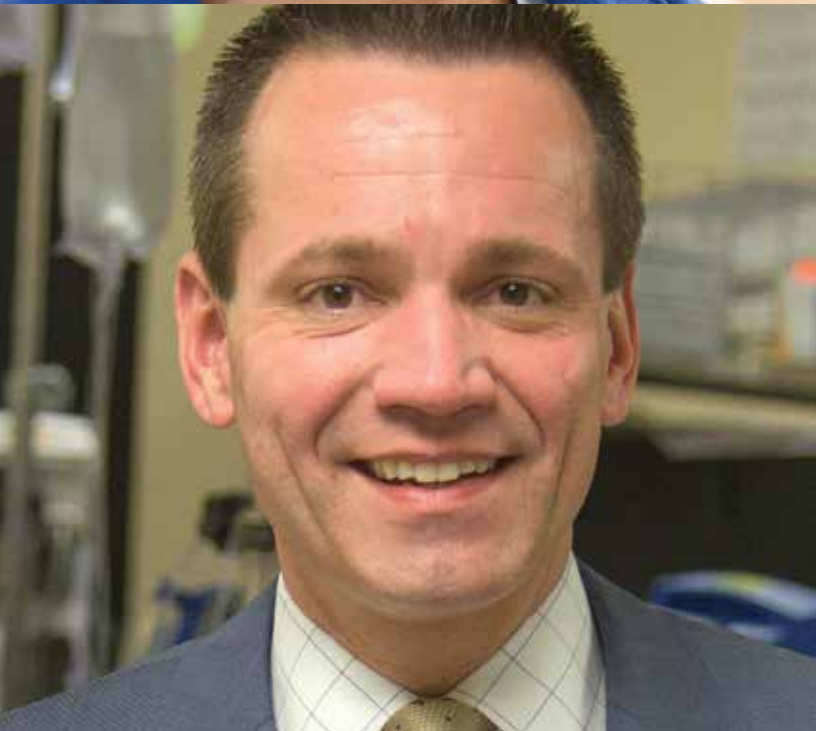




WASHINGTON DC
VETERANS AFFAIRS MEDICAL CENTER
2015 ANNUAL REPORT

A Commitment To Caring



A Message from the Director

A Commitment To Caring

The Washington DC Veterans Affairs Medical Center was originally dedicated in 1965 and heralded by then U.S. Vice President Hubert Humphrey as “one of the most automated in the world”, offering the most modern equipment known to medical science.

Fifty years later, Vice President Humphrey’s words still ring true. From 3D mammography to Transcatheter Valve Therapy and Mohs surgery, to more than 300 current research studies, the Washington DC Veterans Affairs Medical Center’s story continues to unfold. With more than 1.3 million patient encounters along with major construction projects and new patient experience initiatives, such as the Hawk Eye and the Ambassador Programs, I am extremely proud of our multi-disciplinary team for transforming our medical center into a 21st century health care center. It is an honor and privilege to uphold the tradition of providing quality health care to Veterans in the nation’s capital.

We have a compelling narrative driven by VA caregivers who have “A Commitment To Caring” demonstrated through innovation, research, patient safety and engaging Veterans, staff and community partners to impact Veterans’ experience. It’s a story of quality, integrity, commitment and respect for Veterans, their families and community stakeholders.

During the 2015 milestone year, we have worked tirelessly to create a culture of continuous improvement to enhance communication among Veterans and VA caregivers, improving the Veteran experience; expand activities and professional development opportunities, crafting an engaging employee experience; develop and grow community partnerships and volunteerism to honor Veterans with excellent health care. I am honored to highlight our progress and achievements and present the Annual Report for 2015.



Brian A. Hawkins, MHA
Medical Center Director

Engaging Veterans and VA Caregivers

The Veteran Experience

50 Years of Caring for Veterans on 50 Irving Street

The year 2015 marked the medical center's 50th year of service to DC-area Veterans. While much has changed since Vice President Hubert H. Humphrey presided over the historical grand opening in April 1965, some things have remained constant. The medical center staff's commitment to caring for Veterans and providing world-class health care remains unchanged. The 50th Anniversary Committee hosted an array of diverse and engaging events for Veterans, VA caregivers and the community to commemorate the milestone.



Aun J

The internationally-acclaimed Aun J Classic Orchestra put on a one-of-a-kind performance in the medical center atrium for employees, Veterans and visitors. Founded on the notion of music's universality, the AUN-J Classic Orchestra fuses the sound of traditional Japanese instruments with modern music and provided a fun and unique experience for the audience.



Formal Ceremony

Replicating the original 1965 ground-breaking, the formal ceremony was held at the flagpole garden at the main entrance. Maj. Gen. Jeffrey B. Clark, director, Walter Reed National Military Medical Center, provided the keynote address and many members of the medical center's team, Veterans and community stakeholders were recognized for outstanding service in support of Veterans' health initiatives and programs.

National Cherry Blossom Festival

Veterans of all eras were honored to be represented and recognized during the National Cherry Blossom Festival Parade. As the medical center's "Salute to Service" float traveled down iconic Constitution Avenue, spectators cheered and waved in appreciation.



Spirit Week Festivities

During Spirit Week, staff members commemorated the anniversary with a different activity every day. From "Random Acts of Kindness" day to silly tie day to the PEPI Education Challenge, employees were given the opportunities to show their team spirit and reflect upon the transformation of health care.

Casey Trees Donation and Legacy Planting

Community partnership and collaboration played an integral role in commemorating 50 years at 50 Irving Street. In November, Casey Trees donated 50 tree saplings which will serve as a living legacy honoring Veterans and caregivers for years to come.



Gospel Under the Stars & Financial Seminars

The medical center grounds came alive in July with a joyous mini concert, "Gospel Under the Stars". More than 100 Veterans, VA caregivers and visitors attended the free event, which included financial seminars. Hosted by the medical center's 50th Anniversary Activities Committee and presented by WYCB Spirit 1340 AM, radio personality Winston Chaney emceed the concert which was sponsored by Industrial Bank and Transport DC, and included the sounds of: The Soul Messengers, Heda Rose, Jeremiah Hicks, and Echelon Knoxville.

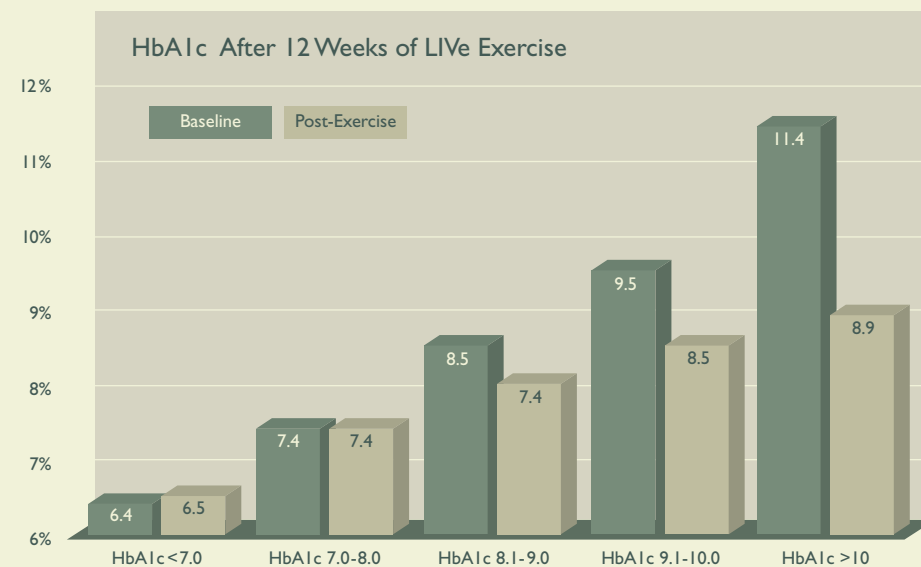
Engaging Veterans and VA Caregivers

The Veteran Experience

LIVE: Individualized Care for Diabetic Veterans

Since its inception more than five years ago, the Lifestyle Intervention for Veterans (LIVE) program has helped more than 1,200 Veterans with diabetes improve their health with proper exercise, nutrition and stress management. Most recently, LIVE caregivers created a home-based program using telehealth technology for those who find it difficult to attend the hospital-based program. The individualized wellness program both hospital and home-based have proven to be equally successful in lowering both blood glucose and HbA1c levels in Veterans.

Veterans are experiencing significant benefits from the LIVE exercise program. After 12 weeks, Veterans saw, on average, a 22 percent reduction in their HbA1c levels. (HbA1c measures how well diabetes is being controlled.)



Spirituality and Wellness

Although best known for administering bedside care around the clock, the medical center's Chaplain Service meets Veterans' needs beyond the walls of the chapel and the hospital. Chaplain Service offers 13 different worship services, hosts writing classes and partners with other departments to host 10 different spirituality groups for Veterans recovering from a variety of conditions including PTSD, substance abuse and chronic pain.



Fisher House: More Than Just a Place to Stay

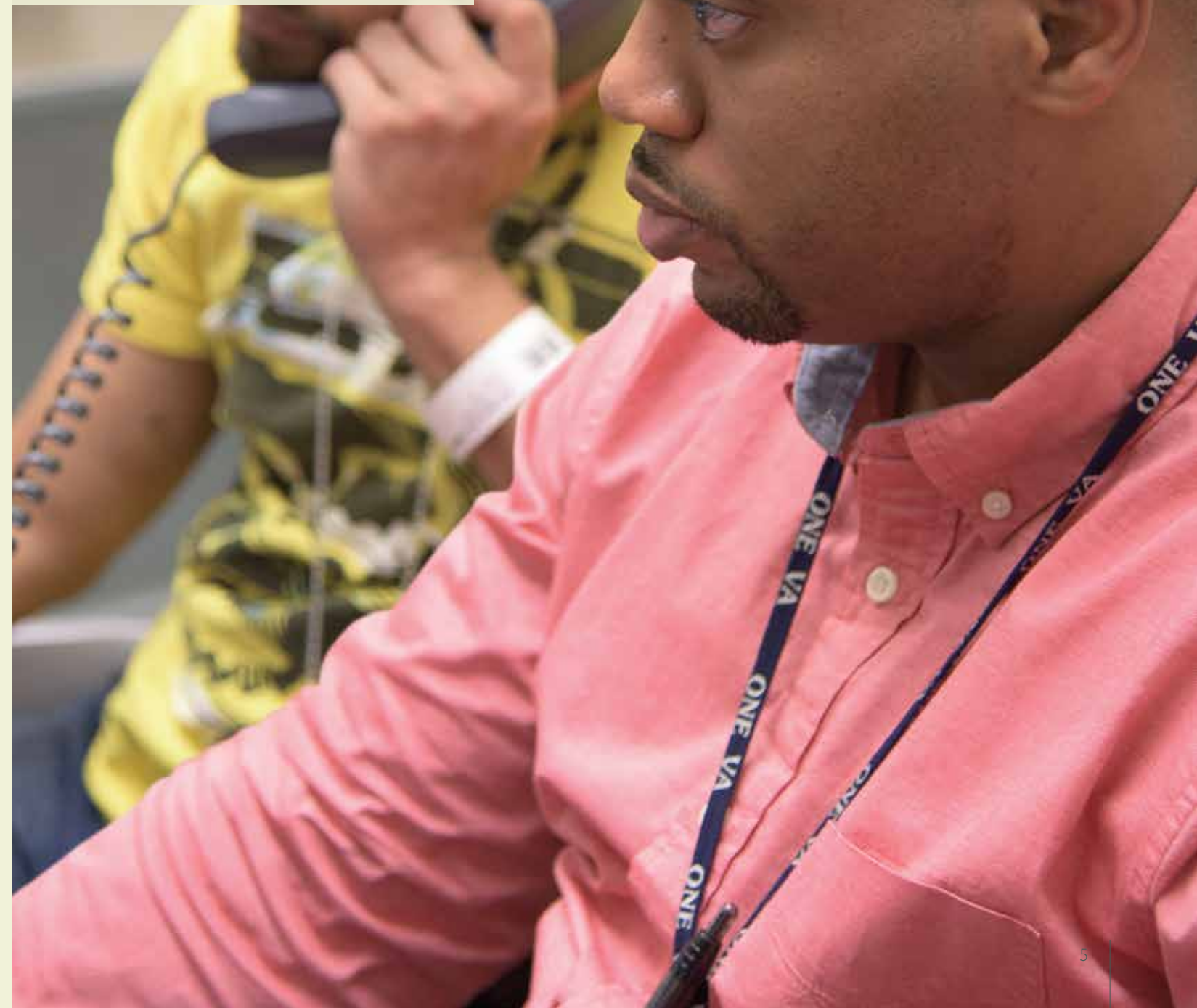
The Washington DC VA Medical Center's Fisher House provides much more than a free, comfortable place for families of Veterans undergoing treatment to stay. The Fisher House provides a sense of community and offers 20 suites with private baths, beautifully appointed common areas and a fully stocked kitchen. For many, Fisher House provides something intangible and much more priceless; an opportunity to be near loved ones when they need them the most.

2015 Fisher House Highlights

Total families lodged	684
Monetary donations	\$41,769.62
In-kind donations	\$21,846.06

Lead Coordinator Transition Care Management, Marcus J. Adolphus, LICSW Caregiver

Operation Iraqi Freedom combat Veteran Marcus Adolphus brings an empathetic understanding to his daily work with Veterans. He serves as a social work case manager for the severely ill or injured Veterans who served in Operation Iraqi Freedom, Operation Enduring Freedom and Operation New Dawn. He works closely with Veterans and their family members to ensure they receive the services and care needed as they transition to civilian life.

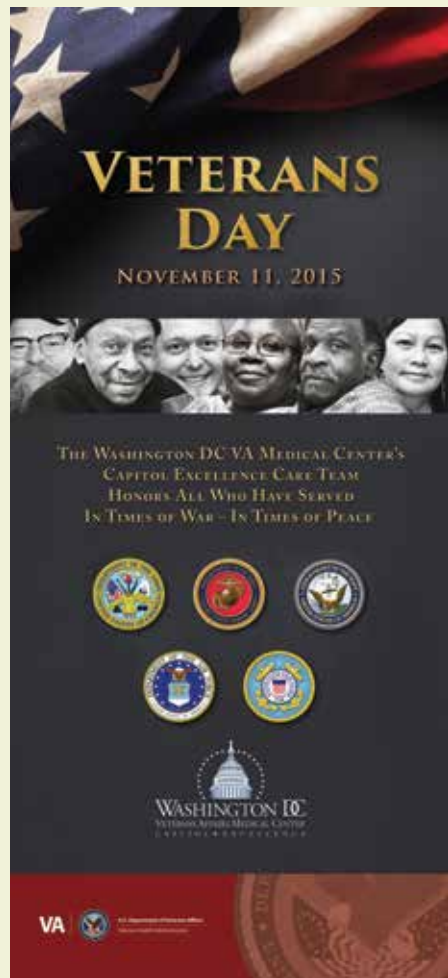


Engaging Veterans and VA Caregivers

The Veteran Experience

Veterans Day: Celebrating Those We Serve

Veterans Day is always an extra special time at the medical center, but this year was especially memorable with multiple events for Veterans of all eras in and outside of the medical center.



Cake Social with Under Secretary for Health

In honor of Veterans Day, Department of Veterans Affairs Under Secretary for Health, Dr. David Shulkin, came together with leaders from the medical center and the Veterans Canteen Service to personally recognize Veterans of all eras and branches for their service. Veterans and visitors were served cake and punch and many Veterans were presented coins.



The Senior Zone

This year, Veterans in the medical center's Community Living Center enjoyed being part of a live radio show. Spirit 1340 AM broadcasted its Senior Zone radio program live from the medical center's geriatric and extended care unit in honor of Veterans Day. The hosts, Air Force Veteran Shawn Perry and Captain Fly, along with Veteran & Saxophonist Wade Campbell, made sure Veterans had a great time with inspirational music, dancing and cake.



Community Living Center Celebrates Veterans Day

Veterans of the medical Center's 120-bed Community Living Center were honored during Veterans Day as well. Recreation Therapists and volunteers escorted some to visit memorials in D.C. Other outpatients and Community Living Center residents spent all day at ceremonies at Quantico and Stafford National Cemeteries while a few Veterans stayed back at the medical center where the U.S. Forest Service showcased birds of prey on the patio.

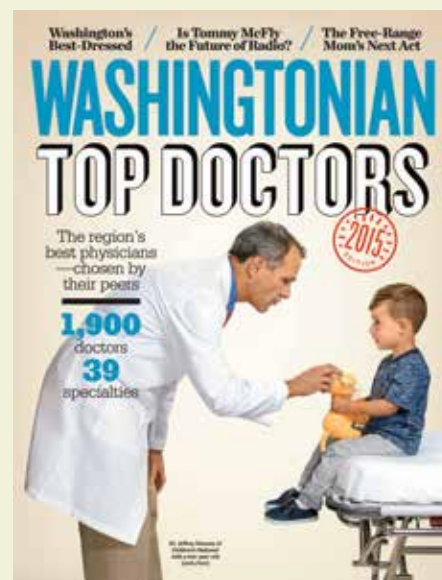
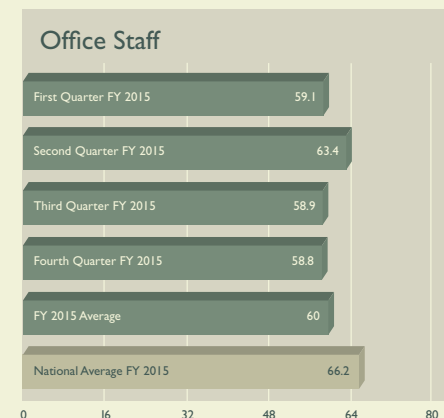
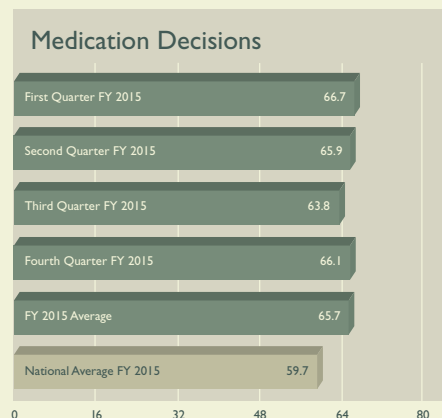
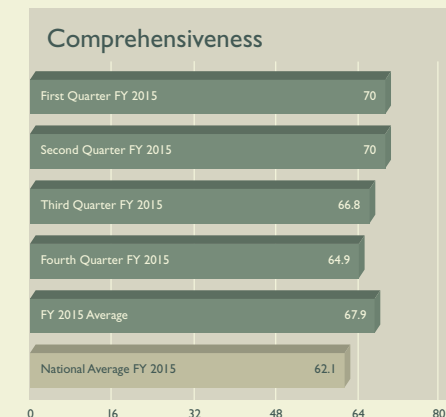
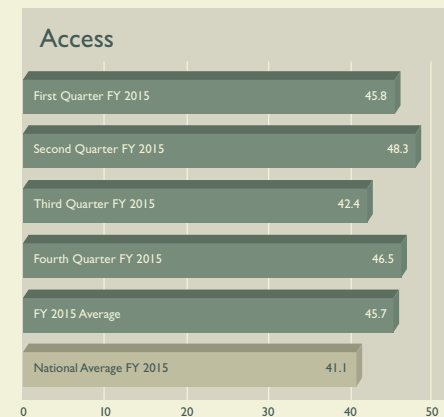
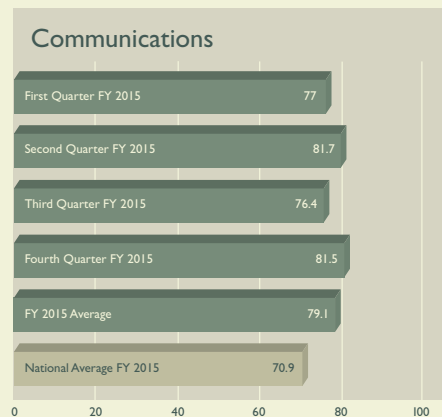
Glenarden Outreach Event

The medical center's outreach team took its Veterans Day message to the faith-based community, meeting Veterans in their neighborhood. Bringing together all three VA administrations, the team shared health, benefits and burial services information at the First Baptist Church of Glenarden in Upper Marlboro, Md. More than 35 Veterans spoke one-on-one with VA representatives to enroll for VA care, MyHealtheVet and eBenefits as well as learn more about women's health and the OEF/OIF/OND Transition and Care Management program.



Patient Satisfaction Scores

Keeping Veterans healthy and satisfied with their health care are two of our main priorities. The Office of Patient Experience manages a number of programs to monitor patient satisfaction and to help Veterans navigate the VA Health Care System. Service tools such as: Truthpoint surveys, Hawkeye visits and the customer service hotline, the new Ambassador Program along with New Patient Orientation have helped to improve the patient experience. We exceeded five of the six Outpatient Domains of Care for FY15.



Top Doctors

Five Washington DCVA Medical Center doctors were recognized as Top Doctors by Washingtonian Magazine. The distinguishing list is the result of polling randomly-selected physicians and asking, which doctors would you want if a family member were sick.

Dr. Frederick Joel Brody, General Surgery

Dr. Elizabeth Cobbs, Geriatrics

Dr. Marc E. Rankin, Orthopedics

Dr. Shawn Sarin, Interventional Radiology

Dr. Gregory D. Trachiotis, Thoracic Surgery



Staff Nurse, Outpatient Oncology, Theresa Pinto, RN, BSN OCN-BC Caregiver

Oncology nursing is particularly demanding; Theresa Pinto's work entails much more than administering infusions, managing the Cancer Education and Support Group and coordinating her patients' care; it involves becoming their advocate and friend on a meaningful personal level. "I'm very honored to be part of Veterans' and their family members' lives." She is so well-loved by her patients, they know her commitment to caring has no bounds. She is often included in their weddings and holidays and many ask for her in their final moments. "There could be no greater honor."

Engaging Veterans and VA Caregivers

The Employees Experience

Care for the VA Caregiver

Innovation Meets Wellness: Online Vaccination Reporting

Helping to protect Veterans and visitors from the flu begins with an aggressive employee marketing and vaccination program. The Office of Public Affairs and the Occupational Health Clinic embarked on a successful campaign to not only vaccinate employees but also to track those who received their vaccinations outside of the medical center. The team, including the webmaster, developed a self-reporting flu shot tracker, placed on the intranet site which made it easy for 268 employees to report their immunizations. This represented a dramatic improvement from the 22 employees who self-reported the year before. This new initiative gives Occupational Health a truer picture of the number of employees vaccinated against the flu.

Total Numbers of Employees Vaccinated



Number of Employees Self-Reporting Flu Vaccination



Testament to Excellence

On a daily basis, the director's office receives numerous letters, emails, and visitors who praise the service or health care they have received. Some of these letters and visits become part of our Testament to Excellence Campaign and are shared online and on social media. The testaments offer Veterans and family members a platform to share their experiences and give VA caregivers a morale boost. The Office of Public Affairs developed this internal communications campaign to reassure VA caregivers that their hard work is recognized and appreciated.



Mindful Mondays

Medical Center employees are invited to learn the importance of mindfulness as part of Integrated Health and Wellness Program's education workshops designed to improve stress tolerance, focus and to renew energy. Staff members are afforded the option of a brief introduction workshop or a six-week series to build upon mindfulness fundamentals used in everyday life.

Engaging Veterans and VA Caregivers

The Employees Experience

Care for the VA Caregiver



Daisy Award Recipients

Qiana Brost, RN
2D Surgery

Bukky Daramola, RN
Behavioral Health

Margaret Dominguez, RN
Community Resource & Referral Center

Elaine Snood, RN
Home-Based Primary Care

Recognizing the Care and Compassion of Nurses

This year, Nursing Service began the DAISY Award Program to recognize extraordinary nurses. The awards are a facet of the national DAISY Foundation and are administered locally from nominations from staff members, patients or family members who tell a story of the nurse's commitment and compassion. Winners receive a DAISY pin, a certificate, a statue and their names will appear in Scrubs magazine and Nurse.com.



Fitness Friday Extended Wellness Webpage

We are busy engaging employees through health and wellness with an easily accessible intranet webpage which offers wellness tips, encourages an active lifestyle and shares healthy recipes weekly with employees. The wellness campaign was developed by the Office of Public Affairs in collaboration with local media. The health tips and moderate activity samples are prepared by Dr. Peter Kokkinos, who is the medical center's Director of the Human Performance Research Unit and LIVE Program.



Mango, Avocado and Black Bean Salad
A Vegetarian Salad that's Packed with Flavor

Salad Ingredients and Preparation

- 1 can (15 oz.) no-salt added black beans drained, rinsed
- 1 can (15.25 oz.) no-salt added corn drained, rinsed
- 1 medium or 2 small avocados, halved cut into ½-inch cubes
- 2 mangos, cut into ½-inch cubes
- 1 red or green bell pepper, seeded cut into ½ inch pieces
- 3 Tbsp. fresh or bottled lime juice
- 1 Tbsp. olive oil
- 2 Tbsp. fresh cilantro, chopped
- ¼ tsp. ground black pepper
- 2 green onions, cut into ½ inch pieces

Wash and dry lettuce, then chop or tear into two-inch pieces and divide into six bowls or plates. Combine the black beans, corn, mango, avocado, onions and jalapeño pepper. Do not mix until you add the dressing. Combine the lime juice, olive oil, cilantro, chili powder, black pepper and salt together in a jar with a secure lid, shake together until mixed well and pour over the mango and avocado mixture. Toss gently to coat and serve over the lettuce and mixed greens.

EXCELLENCE IN ACTION

First impressions are lasting impressions. Greeting Veterans with an inviting smile the minute they walk into our clinics shows our true "Commitment to Caring."



Excellence in Action

VA caregivers whose contributions have been recognized as going above and beyond their scope of duties may be featured in the Excellence in Action section of the medical center's websites. The Office of Public Affairs implemented the recognition campaign to engage Veterans and VA caregivers in the medical center's mission, to encourage dialogue and appreciation between Veterans and caregivers, and to tell the stories of Veterans and caregivers. The caregivers, who are nominated by Veterans, supervisors or coworkers, exemplify the meaning of Capitol Excellence.



Veterans Serving Veterans

Many of our VA caregivers are Veterans themselves and many more are the sons, daughters, spouses, sisters and brothers of a Veteran. So we are especially honored to be able to provide Veterans the best possible service and the highest quality health care and to treat every Veteran like they are part of the family. The Office of Public Affairs often highlights Veterans Serving Veterans on the websites and social media with video vignettes to include "now and then" photos.

Transforming Our Culture for Continuous Improvement

Building on a History of Excellence

Virtual Care for Veterans

In 2015, more than 81 percent of the medical center's Veteran population received some form of virtual care including: clinical video telehealth, home telehealth, eConsults and secure messaging. Telehealth not only improves Veterans' convenience and communication with providers, it saves money and keeps Veterans healthier. Veterans enrolled in Home Telehealth for non-institutional care needs and chronic care management had a 58 percent decrease in VA bed days of care and a 35 percent decrease in VA hospital admissions. Mental Health services provided to Veterans via Clinical Video Telehealth (TeleMental Health) reduced bed days of care by 28 percent.

Veterans are very happy with their virtual VA care.

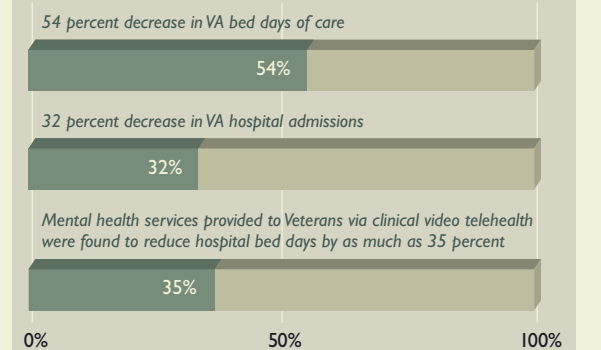
Veteran satisfaction scores (FY15)

- 94 percent for Clinical Video Telehealth
- 89 percent for Home Telehealth
- 96 percent for Store and Forward Telehealth

Veterans enrolled in home telehealth for non-institutional care needs and chronic care management had a 54 percent decrease in VA bed days of care and a 32 percent decrease in VA hospital admissions. Mental health services provided to Veterans via clinical video telehealth were found to reduce hospital bed days by as much as 35 percent. For each Veteran enrolled in home telehealth for a year, the cost reduction is estimated to be about \$2,000.



Home Telehealth Non-institutional Care Needs

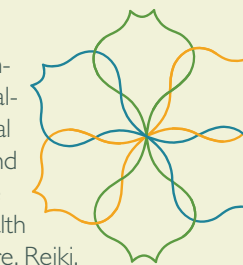


Chief, Facilities Management Service Todd Williams, Caregiver

Providing a quality and safe environment for Veterans has a special meaning for Todd Williams. As a graduate of the U.S. Air Force Academy, Mr. Williams brings years of professional experience to the medical center in construction engineering, design and project management. As a Veteran who participated in Operation Iraqi Freedom and Operation Enduring Freedom in Afghanistan, he was part of the construction combat engineering unit known as RED HORSE. He considers his current work "one of the greatest callings in our nation's public service."

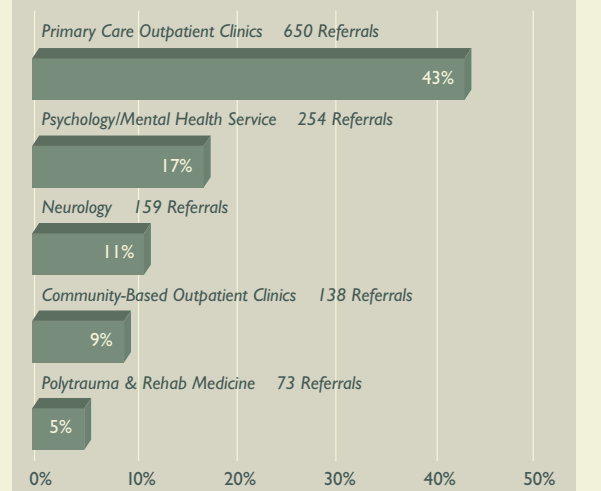
New Integrative Health and Wellness Clinic and Healing Garden

The delivery of VA health care is transforming to include the common purpose of healing mind, body and spirit. This fall, the medical center opened its new Integrative Health and Wellness Clinic and a Healing Garden. The new clinic offers a variety of integrative health and wellness therapies such as acupuncture, Reiki, yoga nidra, QiGong, T'ai Chi and mindful meditation. The new garden offers a therapeutic outlet to Veterans and VA caregivers. Both the clinic and the garden represent a major milestone in the medical center's cultural transformation.



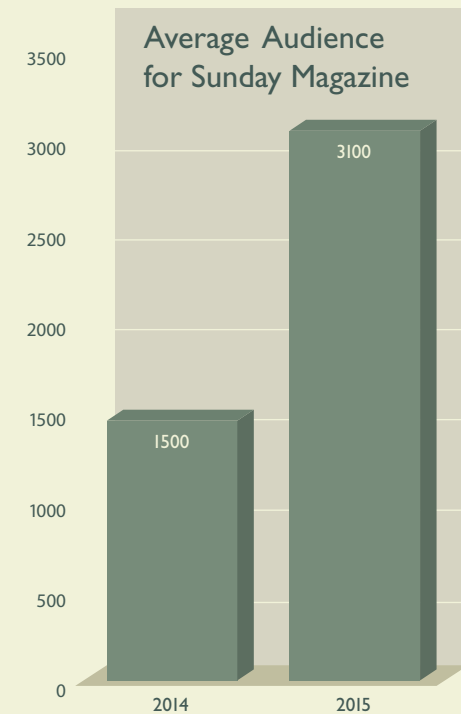
In 2015, providers from 52 different clinics in the medical center referred Veterans to the Integrated Health and Wellness Program to participate in one of the wellness therapies. Pain or mental health symptoms were the primary concern of those referred.

Integrated Health and Wellness Referral Statistics



Transforming Our Culture for Continuous Improvement

Building on a History of Excellence



VA Health Information across the Air Waves

Veterans, their families and the general public enjoy weekly roundtable discussions on Veterans and Community Health Sunday Magazine on WMAL Radio 105.9 FM and AM 630. The Washington DC VA Medical Center's Public Affairs Office hosts the 30-minute radio show featuring VA subject matter experts as well as representatives from neighboring government agencies and community organizations on VA health and wellness initiatives, benefits and services, personal and career development and community resource topics.

From step-by-step information on enrollment for VA health care to resume writing to starting a small business to learning to meditate, it's all being discussed Sundays at 5 a.m. Veterans and community members can hear podcast segments on iTunes or from the medical center's website making it easier to listen from a mobile device anytime.

Music in the Park

During the spring and summer months, the medical center's Office of Public Affairs team collaborated with the National Park Service and local media to bring the community together on the National Mall for a monthly mini-concert series featuring the talents of DC-area Veterans. The outreach events offered VA enrollment and health information as well as an opportunity for Veterans, VA caregivers and the community to engage and enjoy the National Mall.



Construction

Facilities Management Service proved to be pretty busy during 2015 as the team completes projects to meet the needs of Veterans now and in the years to come. Many of the projects will improve the health care experience of Veterans who visit and receive care at the medical center; including the renovation of the Primary Care corridors, waiting areas, public restrooms and the two expanded parking areas which will create 400 additional parking spaces for Veterans and visitors.



Clinical Research Building

In May, VA officials and doctors cut the ceremonial red ribbon on the new 18,000 square-foot Clinical Research Building providing new opportunities for VA scientists to improve the health of Veterans. The eight million dollar state-of-the-art center houses the medical center's Research and Development Department, and includes: out-patient clinical research, human performance research units, contemporary laboratories, and record retention.

- Multi-million dollar program
- 100 Investigators
- 300 Active Research Projects



Transition and Care Management Center

The new Transition and Care Management Welcome Center is scheduled to open in summer 2016. The four million dollar project will house the Transition and Care Management (TCM) Program (formerly known as the Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn Care Management Program). The TCM Program provides services to Veterans returning from Iraq, Afghanistan, and many other "hostile fire" areas from 11/11/1998 to current, as well as to Post 9/11-era Veterans.

Community Resource and Referral Center

The Washington DC Veterans Affairs Medical Center's Community Resource and Referral Center (CRRC) exemplifies the Medical Center's commitment to providing excellent care and services in an environment of compassion that respects homeless and at-risk Veterans. The CRRC is the first of its kind in the Washington, D.C., area. It serves as a 24/7 hub to combat homelessness among Veterans. It is one of 17 Centers the Department of Veterans Affairs plans to strategically locate across the nation.

Embracing Strategic Partnerships and Outreach

Winterhaven Homeless Veterans Stand Down

Following January's winter blizzard Jonas, 677 homeless and at-risk Veterans from areas of the District of Columbia, Maryland and Virginia participated in the Winterhaven Homeless Veterans Stand Down. Over 60 community partners, employers, educational institutions, Veteran Service Organizations, local and federal government agencies as well as 490 volunteers were on-hand, under one roof, to offer health care, VA benefits and services, and community resources during the 22nd annual homeless stand down. The full day of services addressed many of the contributing factors associated with homelessness and the risk of becoming homeless, which included a full spectrum of psychosocial services, educational and employment benefits counseling and housing resources.

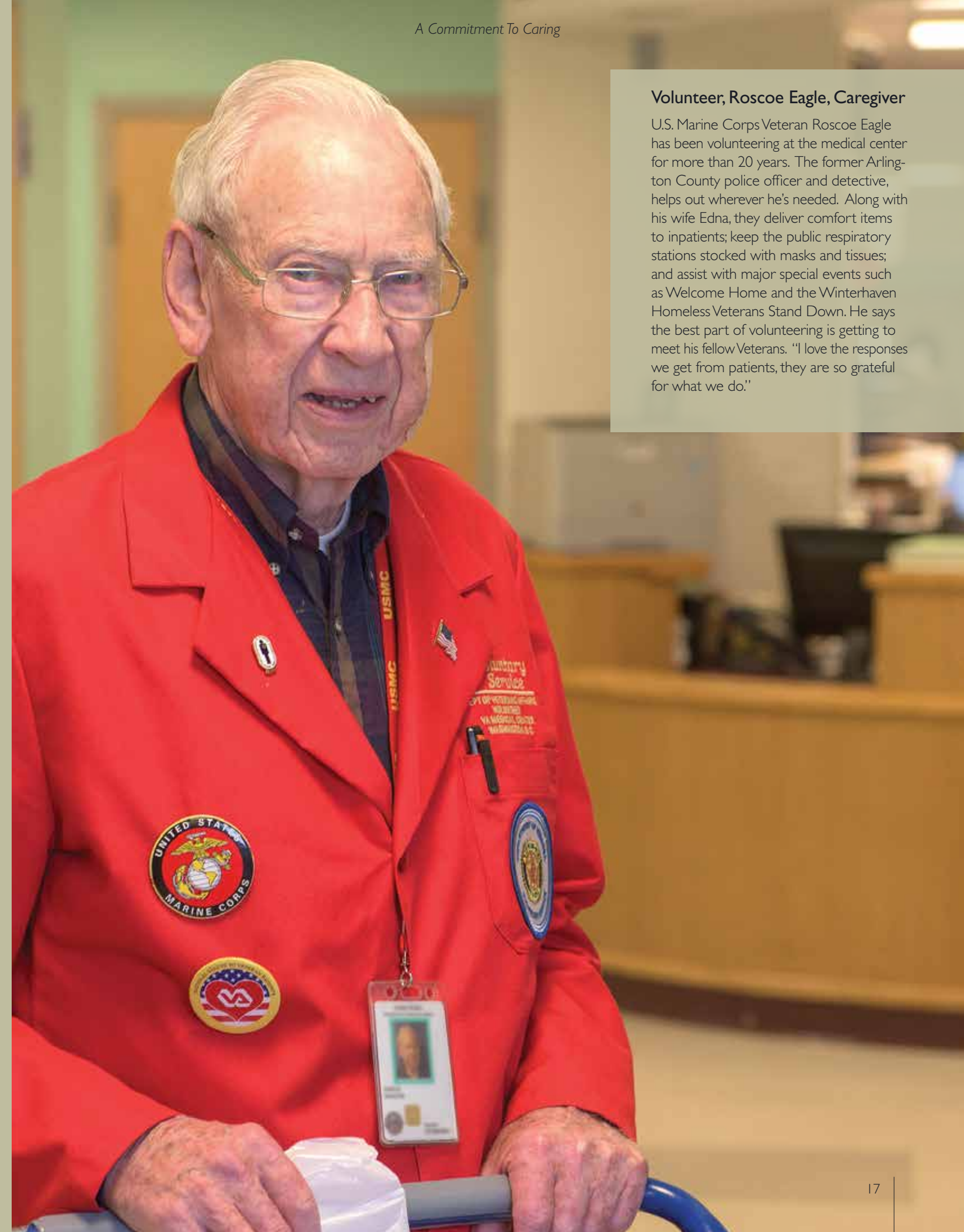


Since 2008, Mental Health Service's Health Care for Homeless Veterans has partnered with the Department of Housing and Urban Development (HUD) to house over 1,288 Veterans through the HUD/VASH voucher program. The multi-disciplinary team also works with the community to find homeless and at-risk Veterans transitional housing. Currently there are 179 transitional beds, 12 of which are for women Veterans.



Volunteer, Roscoe Eagle, Caregiver

U.S. Marine Corps Veteran Roscoe Eagle has been volunteering at the medical center for more than 20 years. The former Arlington County police officer and detective, helps out wherever he's needed. Along with his wife Edna, they deliver comfort items to inpatients; keep the public respiratory stations stocked with masks and tissues; and assist with major special events such as Welcome Home and the Winterhaven Homeless Veterans Stand Down. He says the best part of volunteering is getting to meet his fellow Veterans. "I love the responses we get from patients, they are so grateful for what we do."



Embracing Strategic Partnerships and Outreach

Welcome Home: Partnering with the Department of Defense to Reach Transitioning Service Members

This year the Transition and Care Management Program, formerly called the OEF/OIF/OND Care Management Program, tried something new for its annual Welcome Home outreach event. Instead of one large event to introduce transitioning service members to VA health care, benefits, services and community resources, three events were held throughout the year. The first Welcome Home was a huge event held on Joint Base Andrews in conjunction with the Air Show. Two other smaller events were held, at Walter Reed National Military Medical Center and the other at Washington DCVA Medical Center. Each of the Welcome Home events offered one-on-one interactions with VA staff and community partners, providing service members personal information and dialogue.



Honoring Women Veterans

The Women Veterans Campaign Event was held in September as a collaboration between the Department of Veterans Affairs Center for Women Veterans and the medical center's Women's Health Clinic. The event was one of five events held across the nation to demonstrate VA's commitment to women Veterans. Our local program helped to raise awareness and celebrated women Veterans' stories of compassion, resiliency and strength.



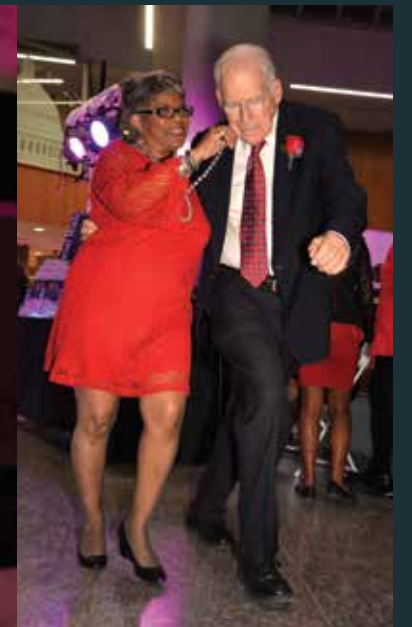
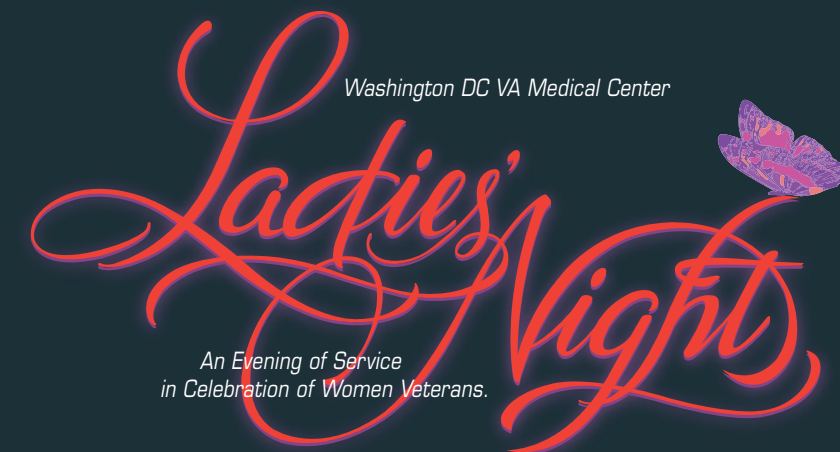
Taking Wellness to Veterans and the Community

The Office of Public Affairs partnered with Path to Greatness and the Prince George's County Police Department to assemble and distribute care packages to homeless and less fortunate Veterans and residents throughout the District of Columbia and Prince George's County Maryland. Medical center employees, youth and community members proudly donated shower shoes, personal care items, blankets and snacks to stuff back packs that would be offered to Veterans and families living in shelters and those in need.



Ladies' Night, Caring for the Whole Veteran

Almost 200 women Veterans enjoyed a fun night of sisterly camaraderie, health assessments, VA benefits information and resource sharing, canvas painting, acupuncture, massage, and poetry as well as great music and food. The emcee, April Watts of Majic 102.3 FM and DJ "Sixth Sense" from the Russ Parr Morning Show, helped to make the event a success. This was the fourth year of the well-received event which introduces women to the VA in a welcoming environment.





Chief, Geriatrics, Extended and Palliative Care Dr. Elizabeth Cobbs, Caregiver

Since 2001, Dr. Cobbs has overseen a dynamic interdisciplinary team of professionals dedicated to providing the best in clinical care to Veterans throughout their life span; and delivering transformative health professional education to the newest generation of physicians. Her daily work involves clinical service, problem solving, and a lot of coaching. "I am inspired every day by Veterans. I try to serve them by building systems and training health professionals to care for them now and in the future."

Building a High-Performing Organization

Honored to Extend VA Health Care to the Community

Leading the Way in Social Media

The medical center's Facebook page ranks number one in "likes" among all VA medical centers and the Twitter feed ranks third in "followers" among all VAs which have a Twitter page.

- Recognize the achievements of VA Caregivers
- Spotlight Veterans Serving Veterans
- Monday Motivation
- Feature VA Wellness Initiatives
- Creatively Share the Stories of Veterans
- Share Resource Information



55% Increase in Facebook Likes

2014	14,880 Likes
2015	23,188 Likes

24% Increase in Twitter Followers

2014	2,081 Followers
2015	2,600 Followers



Quarterly Town Halls

VA medical centers across the nation host quarterly town halls to provide an opportunity for Veterans and the public to learn about VA health care benefits and services. Locally, Veterans and the community have gained an understanding of the enrollment and eligibility process, health care programs, construction projects, medical center operations, events, information portals and community resources. The meetings provide the medical center's multidisciplinary team with valuable information about Veterans' needs and perceptions and offer Veterans and their families a communication platform. Since hosting a number of the town halls and receiving feedback from Veterans, new customer service programs have been implemented and a new call center has been activated, improving telephone communications throughout the facility.

Physical Medicine & Rehabilitation Program

The medical center's Physical Medicine & Rehabilitation Program is a clinical leader in the provision of tele-rehabilitation. In FY15, tele-rehabilitation programs expanded to include a comprehensive tele-TBI (traumatic brain injury) team which provides expert TBI clinical services to rural areas across VA. Other specialty tele-rehabilitation programs include tele-wheelchair & seating clinic, tele-TENS clinic and tele-amputation clinic. In FY15, the team's use of clinical video technology to Home (providing tele-rehab services to patients in their own homes) increased by 33 percent, and total tele-rehabilitation encounters increased by 12 percent and the number of tele-rehabilitation unique patients increased by 18 percent.



Building a High-Performing Organization

Honored to Extend VA Health Care to the Community

Encounters ¹



Enrollees ²



Women Veterans ²



Active Enrollees ²



¹ Source: VISTA
² Source: VSSC

Medical Center Employees



Medical School Affiliations
Georgetown University
Howard University
The George Washington University
Uniformed Services University of the Health Sciences

Fiscal Revenue and Expenditures

Revenue

Reimbursements \$1,319,753

Medical Care Cost Recovery \$27,221,852

Medical Care \$364,535,450

Expenditures

NRM (VERA) \$6,349,122

Equipment \$7,798,474

Supplies and Services \$97,692,581

Salaries \$303,761,087

Capital Asset Expenditures

Furnishings \$1,518,415

Equipment \$6,280,022

NRM Construction \$6,349,122

Minor Construction \$5,562,994



Monetary and In-Kind Donations

Monetary Donations \$209,929.93

Activity Donations \$60,808.77

Item Donations \$526,140.74

Total Donations \$796,879.44

Volunteer Hourly Value \$1,992,994.23

Total Resources Impact \$2,789,873.67



Office of Public Affairs & Community Relations

The small but busy award-winning Office of Public Affairs has been instrumental in sharing the stories of local Veterans, the medical center, and VA caregivers. In 2015, the office fielded 37 national media queries and produced 29 press releases, many of which resulted in positive national and local stories in outlets such as: NY Times, LA Times, Washington Post and ABC 7, WTOP Radio, Gannett Newspaper, Boston Globe and many more.

The office was responsible for coordinating and hosting several major outreach events to engage Veterans, VA caregivers and the community in diverse activities which increase enrollment and share VA health and benefits information as well as services and community resources. The Office also manages content and digital campaigns for the medical center's website, intranet site, weekly radio program on WMAL 105.9 FM, the quarterly magazine, internal digital display boards and most all of the printed and video products produced for patient education as well as Facebook and Twitter.

Capitol Excellence Ambassadors

To improve Veterans' satisfaction at the medical center, the Office of the Patient Experience and Advocacy launched the Ambassador Program to improve customer service. Capitol Excellence Ambassadors are readily available and may be easily recognized as they walk throughout the facility engaging with and assisting Veterans, visitors and employees. The ambassadors must undergo extensive training to gain a hands-on introduction to VA health care and services and become the subject-matter experts on the medical center. They are visible throughout the hospital in their burgundy jackets and are available to give directions, answer questions, or address concerns.



Expanding Care in the Community

In order to better serve Veterans in Maryland, plans are underway to establish a second Community-Based Outpatient Clinic within Prince George's County. The 2,000 square-foot clinic will soon be located in Maryland's 5th Congressional District to serve Veterans in the Greenbelt, M.D. area. The new clinic will offer primary care and mental health as well as expanded specialty services via secure telehealth technology.



VA Access Stand Down

The Capitol Excellence Caregivers Team joined VA medical centers across the country for the first-ever Access Stand Down. Every VA medical center in the nation was open Saturday, November 14 to increase access to specialty care clinics. In D.C., 58 Veterans took advantage of the expanded appointments available in the Eye Clinic, Mental Health, Women's Health Center and other specialty care areas.

Building a High-Performing Organization

Awards

American Spirit Award

Voluntary Service was recognized by the Department of Veterans Affairs with The *American Spirit Award for Excellence*, in the military recruitment category. Voluntary Service earned the award for its highly successful recruitment of Marine volunteers and partnership with Joint Base Myer-Henderson Hall's Marine Corps Community Service.

American Veterans Special Award

AMVETS recognized Dr. Ross Fletcher, the Washington DC Veterans Affairs Medical Center's Chief of Staff Emeritus was awarded the American Veterans Special Award for his lifetime contribution and support of Veterans. Dr. Fletcher is a Veteran himself who has been serving Veterans since 1972

Civil Servant of the Year AMVETS

L. Gale Bell, RN, the Washington DC VA Medical Center's Women Veterans Program Manager and Clinical Coordinator, was named AMVETS Civil Servant of the Year. Mrs. Bell, an Army Veteran, was recognized for her leadership and outstanding service to Veterans. She personally oversees the care of more than 17,000 women Veterans enrolled at the medical center.

Rehabilitation Award of the Year

Supervisory Recreation Therapist, Jon Palks was honored with the AMVETS 2015 Rehabilitation Award of the Year in appreciation of his outstanding work overseeing a dynamic team of recreation therapists and support staff who use recreation and the arts as a vital component of a Veteran's recovery.

VHA Communications Awards

The Office of Public Affairs team was recognized by Veterans Health Administration with two 2nd place VHA Communications Awards. One award for External Special Event, Music Therapy in the Park: A Veteran Artist Mini Concert Series, and the second in the Public Relation Outreach Campaign category for outstanding marketing of homeless and at-risk Veterans programs.

Cornerstone Patient Safety Award

The Patient Safety Office received the Gold Cornerstone award from National Center for Patient Safety for the sixth consecutive year. The NCPS initiated the Cornerstone Award Program to recognize leaders in patient safety and to enhance the Root Cause Analysis process.

Best Doctor – Doctor Analytics

Dr. Maria Llorente, chief, Mental Health Service, was named a "Best Doctor" by Best Doctor Analytics in one of the largest, ongoing peer-to-peer reviews.



Integrity, Commitment,
Advocacy, Respect, and Excellence

VA Care in the D.C. Metropolitan Area

The Washington DC VA Medical Center Community-Based Outpatient Clinics were established to provide comprehensive primary care, mental health and some specialty care services to Veterans in the communities and surrounding counties in which they reside. The following locations offer Veterans access to quality outpatient services:

Southeast DC

820 Chesapeake Street, SE
Washington, DC 20032
202-745-8685

2015 Patient Visits

Scheduled	2,751
Walk-ins	847
Total	3,598

Southern Prince George's County

5801 Allentown Road
Camp Springs, MD 20746
301-423-3700

2015 Patient Visits

Scheduled	18,538
Walk-ins	3,546
Total	22,084

Southern Maryland

29431 Charlotte Hall Road
Charlotte Hall, MD 20622
301-884-7102

2015 Patient Visits

Scheduled	12,950
Walk-ins	2,059
Total	15,009

VA-Fort Belvoir

9300 DeWitt Loop
Fort Belvoir, VA 22060
571-231-2408

2015 Patient Visits

Scheduled	28,609
Walk-ins	4,262
Total	32,871

Washington DC Veterans Affairs Medical Center

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